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PATENT  
Customer No. 25,537  
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Douglas J. COWELL et al.

Application No.: 09/692,926

Filed: October 20, 2000

For: METHOD AND SYSTEM FOR  
CALL CENTER SCREENING

)  
) Group Art Unit: 2614  
)  
) Examiner: Karen L. Le  
)  
) Confirmation No.: 8386  
)  
)

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**REPLY TO OFFICE ACTION**

In reply to the Office Action mailed June 24, 2008, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper, beginning on page 2.

**Remarks** follow the amendment section of this paper, beginning on page 16.